

## Conference

### Conference Calls


ShoreTel telephones allows conferencing a call. This allows multiple parties to talk at the same time. Additional conference features will be discussed below.

The details of the incoming call is located on the Display Area of your phone





**IP230**

**IP480**

You can use the speakerphone, just press the  button to make calls and answer incoming calls.


Here is how to make a Conference Call:


- Press the Conference button (Function Key), puts caller on hold
- Dial the extension or outbound number
- The Display Area will ask if you want to Complete the Conference Connection
  - Press YES  or Join  soft key
- All callers will be placed onto one Call Appearance Button

You may also consult with the other party before joining the conference by pressing CONSULT soft key.

You can also disconnect a party by pressing SHOW soft key to display all conferenced parties.

- Using Directional Keys, arrow to the party and press DROP.

You can also Join  (Merge) incoming calls by using the soft keys available on the Display Area.

As the originator of the call, you can also Hang Up  the conference and the other parties will still be connected.



**Note:**

Before you disconnect the conference call, make sure all other parties have disconnected.

Thank you for reading your ShoreTel Tip. Have a great week!